



CITY OF LA MESA JOB OPPORTUNITY

POLICE DISPATCHER II – LATERAL

Salary: \$3,389 to \$4,121 per month

OPEN UNTIL FILLED

DEFINITION: To perform a variety of functions involved in receiving, evaluating, prioritizing and relaying calls for emergency and non-emergency public safety assistance; to dispatch appropriate units and coordinate response of emergency personnel; to operate a variety of telecommunications equipment including radio, telephone and computer aided dispatch systems; and to perform a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities. Type and/or enter data on a computer at a speed necessary for successful job performance.

SUPERVISION RECEIVED AND EXERCISED: Receives supervision from supervisory or management staff.

DISTINGUISHING CHARACTERISTICS: This is the journey level class in the Police Dispatcher series. Positions in this class are flexibly staffed and are normally filled by advancement from the "I" level or, when filled from the outside, require prior police related dispatching experience. Appointment to the "II" level requires that the employee be performing the full range of duties for the class and meet the qualification standards for the class. A Police Dispatcher II is expected to perform assigned duties with only occasional instruction or assistance, and work is normally reviewed only on completion. Positions at this level may also be required to train new personnel. Adequate performance at this level requires the knowledge of general City procedures as well as knowledge of department policies and procedures.

REPRESENTATIVE DUTIES: The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Receive emergency calls from the public requesting police or other emergency service; determine nature, location and priority of calls and dispatch units accordingly; transfer calls to appropriate agency in accordance with established procedures; obtain and dispatch other support services including helicopter support, tactical teams, bomb squad, canine, public works, fire department, medical response, highway patrol and border patrol; maintain contact with all units on assignment through computer aided dispatch; maintain status and location of police field units; maintain computer records of traffic stops and other officer initiated activity; operate a variety of public safety communications equipment including a multi-channel radio, 911 emergency telephone equipment, computer aided dispatch systems, instant recall recorders, and paging and intercom systems; operate computer terminals and teletype machine to enter, modify, and retrieve data such as stolen and recovered property, towed and stolen vehicles, missing and unidentified persons, citations, field interviews, driver license and vehicle registration information, and warrants on wanted persons; compose and transmit messages to other agencies; retrieve information from State and National computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles, restraining orders, criminal histories, parolees and other related information; relay information to officers in the field; perform minor routine maintenance on department equipment including dispatch and general office machines; request service and repairs as necessary; and perform related duties as required.

QUALIFICATIONS: Knowledge of: Operations, services and activities of a public safety telecommunications and dispatch center; operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems; techniques of questioning for both emergency and non-emergency calls; dispatching techniques with use of radio system for communicating and receiving information; applications of various city and police department policies and procedures; geographic features and locations within the area served; English usage, spelling, grammar and punctuation; modern office procedures, methods and computer equipment; and pertinent Federal, State and Local laws, codes and regulations. **Ability to:** Respond to and resolve difficult and sensitive citizen inquiries and complaints; effectively communicate and elicit information from upset and irate callers; establish priority of emergency situations; dispatch police units quickly and effectively; perform multiple tasks simultaneously; operate a variety of telecommunications receiving and transmitting equipment; read and interpret maps and other navigational resources; enter data or type accurately at a speed necessary for successful job performance; work under pressure, exercise good judgment and make sound decisions in emergency situations; work varied hours and shifts including weekends or holidays; understand and follow oral and written instructions; interpret and apply Federal, State and Local policies, procedures, laws, codes and regulations; communicate clearly and concisely, both orally and in writing; and establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be: **Education/Training:** Equivalent to the completion of the twelfth grade supplemented by specialized training in communications, public safety dispatch or a related field. **Experience:** Two years experience in a law enforcement agency as an emergency call taker AND radio operator (must be law enforcement dispatching). Experience in operation of a computer aided dispatch system (CAD) is desirable.

License and Certificate: A typing certificate certifying 40 net words per minute less than one year old. The typing certificate must include the name and address of the issuing institution and date of receipt. An approved P.O.S.T. Basic Complaint/Dispatcher Certificate or equivalent is required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. **Environment:** Office and emergency services dispatch center setting with extensive public contact; incumbents are required to work shifts as assigned. **Physical:** Incumbents require sufficient mobility to work in an office setting; sit for prolonged periods of time; operate office equipment including use of a computer keyboard; positions in this class perform semi-sedentary work which may involve lifting, carrying, pushing and pulling of objects on a continuous basis; mobility to stand, stoop, reach, bend, and twist; ability to communicate verbally to exchange information; ability to operate a vehicle to travel to various locations and meetings. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment. **Hearing:** Hear in the normal audio range with or without correction.

EXAMINATION: Applications will be screened to determine if they meet the Education, Experience, and License Guidelines. Candidates whose qualifications most closely meet the needs of the City will be invited to participate in the examination process. The examination process may consist of any or all of the following components: written examination, oral interview, and practical skills evaluation. The examination process will include a 1½-hour Critical Test. Eligible candidates will be notified when testing dates have been established.

NOTE: Employment is contingent upon successful completion of a thorough background investigation, pre-employment medical evaluation (including alcohol/drug screen), and psychological evaluation.

TO APPLY: You must complete and return an original City of La Mesa employment application and resume. Unless specifically stated otherwise in this announcement, all requirements must be met at the time of application; and all required licenses and certificates must be current and attached to the required application materials. Applications are available in the City Hall lobby, on our website at www.cityoflamesa.com, or by calling (619) 667-1175. Application filing period may close when a sufficient number of applications have been received. Application materials may be submitted at the front information counter in the City Hall lobby or mailed to Human Resources, 8130 Allison Ave., La Mesa, CA 91941. Faxes and postmarks will not be accepted.

All statements made on applications are subject to investigation and verification. False statements may be cause for disqualification, removal from the eligible list, or discharge from employment.

EMPLOYEE BENEFITS – NON-SWORN POLICE PERSONNEL

RETIREMENT: City pays employee and employer contributions to the Public Employees’ Retirement System (PERS). The City’s contract provides single highest year salary calculation, EPMC benefit, and 3% @ 60. **HEALTH INSURANCE:** The City offers a cafeteria-style plan that provides a fixed dollar amount with which to purchase health and dental insurance. A pre-tax flexible spending account is also available for health and dependent care expenses. **LIFE INSURANCE:** The City provides a term life insurance policy equal to one x annual salary. Employees may purchase additional coverage at their own expense. **VACATION:** Employees earn 80 hours of paid vacation for 1-5 years of service; 120 hours for 6-10 years; 160 hours for 11+ years of employment. **HOLIDAYS:** Employees earn 112 hours of paid holiday leave per year. **SICK LEAVE:** Employees earn 96 hours of paid sick leave per year. **UNIFORM ALLOWANCE:** Employees receive annually. **TUITION REIMBURSEMENT:** Tuition reimbursement up to \$1,000 per fiscal year for approved courses is available. **COMPUTER LOAN:** After one year of employment, employees are eligible to obtain an interest-free loan, up to \$2,500, to purchase a personal computer.

The City of La Mesa supports workplace diversity. Women, minorities and disabled persons are encouraged to apply. If you have a disability, which requires reasonable accommodation in order to participate in any portion of the process, please advise the City no less than five working days prior to the requested accommodation. Documentation of the need for accommodation may be required upon receipt of the request. The City of La Mesa is an Equal Opportunity Employer.

The provisions of this announcement do not constitute an expressed or implied contract. Any provision contained in this announcement may be modified or revoked without notice.

Opens: 01/19/06

City of La Mesa
P.O. Box 937
La Mesa, CA 91944-0937

CITY OF LA MESA
SUPPLEMENTAL INFORMATION FOR POLICE DISPATCHER APPLICANTS

Employment is contingent upon successful completion of a thorough background investigation, pre-employment medical evaluation (including alcohol/drug screen), and psychological evaluation. The following dimensions are recommended by the State of California Commission on Peace Officer Standards and Training (POST) and shall be used to evaluate your suitability for employment:

ADAPTABILITY – Changes behavior to meet the shifting demands of the job; adapts to substantial increases or decreases in work load and to changes in assignments; remains alert during periods of slow or repetitive work activity

TOLERANCE OF STRESS – Performs job duties effectively under adverse conditions (e.g., working under time pressure with high visibility and serious consequence of error, in crisis situations, tragedies, and emergencies, handling simultaneous incidents, and working with frequent interruption); “bounces back” from negative situations; performs duties under extreme pressure without delay

TOLERANCE OF UNPLEASANT WORK ENVIRONMENT – Accepts and is able to function effectively in a restrictive, demanding, and highly structured work environment (e.g., working in isolation, late or early shifts, long hours, sitting for prolonged periods, confined work space, rigid chain of command)

SOCIAL CONCERN – Concerned with the safety and welfare of others; demonstrates an interest in people and serving the public

POSITIVE ATTITUDE – Reacts in a positive and constructive manner when confronted with negative work situations; is optimistic; sees the good side of situations; displays cheerfulness; acts inspired about work; sees value in the organization and in its members; is able to joke with co-workers (e.g., use humor to relieve tense or stressful situations).

ASSERTIVENESS - Takes command of situations; acts confidently, without hesitation; willing to voice personal views; not easily intimidated

TEAMWORK - Assists and cooperates willingly and effectively with co-workers, supervisors, field personnel, and personnel at other agencies in performing job duties; a “team player”

INTERPERSONAL SENSITIVITY – Addresses situations in a sensitive, straight-forward manner, showing consideration for others; resolves disputes in the least offensive manner; acts in an unbiased fashion towards others; keeping personal prejudices out of the work place; attempts to understand and respects the attitudes and beliefs of others

EMOTIONAL CONTROL – Acts calm and collected and does not allow emotions to affect performance or disrupt the work environment; does not overreact to situations; accepts delays without getting upset (is slow to anger); performs effectively in crisis or overwhelming situations; does not become personally involved

MATURITY – Draws upon life experience to deal with situations; thinks before acting (e.g., not naïve); sees value in and takes work seriously; sensible; recognizes and is not bothered by trivial negative events and circumstances.

INTEGRITY – Honest and impartial; maintains confidentiality of information; refrains from using position for personal gain.

DEPENDABILITY – Acts responsibly and reliably in all situations; willing to accept the consequences of one’s decisions and behavior; is disciplined; thorough, accurate and punctual

MOTIVATION – Displays hustle and drive in reaching work goals; self-motivated; makes use of “down time” recognizes that the job may require additional time and energy; seeks answers to issues and questions; keeps trying, even in difficult or adverse situations.

PRODUCTIVITY – Performs work in an efficient, organized and timely manner; performs effectively without constant supervision.

APPEARANCE – Reports to work presenting a neat, clean, and well-groomed appearance.

The following is important information about the working conditions associated with the position of Police Dispatcher:

WORKING ENVIRONMENT

May be unable to physically leave your workspace except during designated breaks.

May be unable to eat at your workspace.

May have to work for multiple supervisors.

Must work under time pressure with high visibility and serious consequence of error, in crisis situation, tragedies, and emergencies.

Must handle simultaneous incidents and work with frequent interruptions.

Must be able to work in isolation, work late or early shifts, work long hours, and be able to sit for prolonged periods in confined workspace.

Must be able to maintain strict confidentiality of information.

May be required to perform custodial searches of females

Must be able to handle citizen contacts where subject is irrational, confused, hard to understand, screams at you, or directs obscene language at you.

Must be able to handle calls where citizen (including children) is injured or in danger.

WORK SCHEDULE

Work 3 consecutive 12-hour days every week, plus one additional 8-hour day every other week (working 36 hours one week, 44 hours the next).

Shifts currently run from 0400/1600 and 1600/0400 - Subject to change per the needs of the Department.

Shifts are for 3-month periods, and are chosen by seniority.

This is a 7/24 emergency operation – **most shift schedules include working all or part of weekends.**

Possible shift assignment may include vacation relief, which involves changing schedules weekly.

May have to work any or all holidays (including Christmas, Thanksgiving, New Years, etc) depending on shift assignment.

During on-the-job training, it is necessary to change shifts/days/hours in conjunction with your trainer.

May be required to work over-time with short notice.

**CITY OF LA MESA
BACKGROUND INVESTIGATION**

DISQUALIFYING FACTORS

- ☐ Any felony conviction. Any conviction in any other state that would have been a felony if committed in California.
- ☐ Any felony charge where you were adjudged by a superior court to be mentally incompetent.
- ☐ Being found not guilty by reason of insanity for any felony.
- ☐ Being a mentally disordered sex offender
- ☐ Any sex acts perpetrated against the will of the other party
- ☐ Any sex acts in which you were an adult and the other party/parties were under the age of 14 years old.
- ☐ Lack of U.S. citizenship (or eligibility).
- ☐ No high school graduation or G.E.D.
- ☐ Being on probation or parole
- ☐ Being adjudged addicted to or in danger of becoming addicted to narcotics.
- ☐ Any DUI conviction within the past three years, regardless of disposition or diversion.
- ☐ More than one adult DUI conviction.
- ☐ Use of any hallucinogenic drug (LSD, acid, PCP, angel dust, sherm).
- ☐ Use of marijuana within the past two years
- ☐ Use of any other drug, other than marijuana, within the past five years.
- ☐ Suicide attempts.

POTENTIAL DISQUALIFYING FACTORS

- ☐ Any drug-related conviction, including a disposition involving diversion.
- ☐ Any adult conviction for a theft or theft related offense within the past five years, including any conviction that was disposed of through diversion.
- ☐ A history of driver's license suspensions or revocations; lack of automobile insurance.
- ☐ Being at fault in three or more traffic collisions within the past five years.
- ☐ Any failures to appear on driving record(s).
- ☐ More than three moving violations in the past three years.
- ☐ Any sale of any drug or narcotic (including marijuana).
- ☐ Use of any injected steroid.
- ☐ Regular use of marijuana or any other illegal drug.
- ☐ Military discipline: Court martial/General or dishonorable discharge.
- ☐ Failing to keep assigned appointments
- ☐ Failure to submit all documentation in a complete, neat and timely fashion.
- ☐ Any false statement or any intentional omission of information, either on the employment application, the personal history statement, the pre-investigative questionnaire, or verbally to the oral board or background investigator.